



182354 & 182355  
2006-222-C - ILEC  
2000-520-C - CLEC

October 17, 2006

Charles Terreni  
Chief Clerk and Administrator  
Public Service Commission of South Carolina  
P O Box 11649  
Columbia SC 29211

C. Dukes Scott  
Executive Director  
Office of Regulatory Staff  
P O Box 11263  
Columbia SC 29211

ILEC  
⚡  
CLEC

Re: Quality of Service Reports for Hargray Telephone Co. Inc., Bluffton  
Telephone Co. Inc., and Hargray Inc. for the quarter ended 9/30/06.

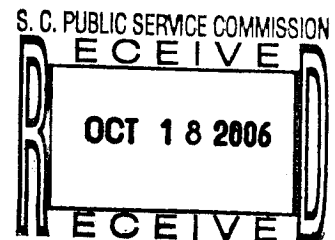
Dear Sirs:

I have enclosed the Quality of Service reports for Hargray Telephone and Bluffton  
Telephone. I have also enclosed the CLEC service quality report for Hargray Inc.  
Please contact me at 843-341-1579 if you should have any questions.

Yours truly,

Ed Heuck  
Chief Technology Officer

Enclosures



7929 Abercorn • Suite 620 • Savannah, GA 31406 • (912) 920-0009 • Fax: (912) 920-0070  
9 Mill Creek Circle • Pooler, GA 31322 • (912) 450-1300 • Fax: (912) 631-1301  
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182356

## PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA

ILEC QUARTERLY SERVICE QUALITY REPORT

## SOUTH CAROLINA REGULATED OPERATIONS

COMPANY NAME BLUFFTON TELEPHONE COMPANYQUARTER / YEAR Q3 / 2006

Reporting Month	JULY	AUGUST	SEPTEMBER
Number of Customer Access Lines Provided:			
via Resale	~	~	~
via UNE-P	~	~	~
via Other Methods	23250	23647	24038
Total Line Count	23250	23647	24038
<u>Trouble Reports / Access Line (%)</u> (Objective: < 7%)	0.68 %	1.01 %	0.64 %
<u>Customer Out of Service Clearing Times(%)</u> (Objective: > 85% w/in 24 hrs)	93.63 %	97.48 %	95.45 %
<u>New Installs Completed w/in 5 Days(%)</u>	65.51 %	72.11 %	72.19 %
<u>Commitments Fulfilled(%)</u> (Objective: > 85%)	86.95 %	89.55 %	91.29 %

Explanation for Objectives Not Met: \_\_\_\_\_

Does your company use its own switching facilities  
to provide services within South Carolina?

YES



NO



Person Making Report / Contact Information: \_\_\_\_\_

PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA

**ILEC QUARTERLY SERVICE QUALITY REPORT**

SOUTH CAROLINA REGULATED OPERATIONS

COMPANY NAME HARGRAY TELEPHONE COMPANY

QUARTER / YEAR Q3 / 2006

Reporting Month	JULY	AUGUST	SEPTEMBER
Number of Customer Access Lines Provided:			
via Resale	~	~	~
via UNE-P	~	~	~
via Other Methods	47394	47718	48024
Total Line Count	47394	47718	48024
<u>Trouble Reports / Access Line (%)</u> (Objective: < 7%)	0.68 %	0.91 %	0.67 %
<u>Customer Out of Service Clearing Times(%)</u> (Objective: > 85% w/in 24 hrs)	89.75 %	91.95 %	94.69 %
<u>New Installs Completed w/in 5 Days(%)</u>	77.18 %	78.60 %	74.63 %
<u>Commitments Fulfilled(%)</u> (Objective: > 85%)	89.80 %	86.71 %	86.10 %

Explanation for Objectives Not Met: \_\_\_\_\_

Does your company use its own switching facilities  
to provide services within South Carolina?

YES ☒ NO ☐

Person Making Report / Contact Information: \_\_\_\_\_